The following document outlines updated operating guidelines for the Student Life Center beginning May 19, 2021. All plans are subject to change to align with University of Houston System, University of Houston Downtown, State of Texas, and CDC guidelines and requirements.

_Prepared by UHD Sports & Fitness_

Website: [https://www.uhd.edu/sportsandfitness](https://www.uhd.edu/sportsandfitness)

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Guidelines updated on 5/19/2021
UHD Sports & Fitness has developed the following protocols consistent with recommendations from the Centers for Disease Control and Prevention and guidance provided by the Governor of Texas as well as consultation from various local university and colleges.

**State of Texas Guidelines for Fitness Facilities and Patrons**

The State of Texas has issued recommended guidelines for reopening of fitness facilities. With these guidelines comes the need for adjusted and new policies and protocols. The full State of Texas guidelines can be found online for both facilities and patrons.

**Guidelines from the State of Texas for Fitness Facilities**

- Gyms and exercise facilities and classes may operate up to 100% of the total listed occupancy of the gym or exercise facility.
- Individuals are strongly encouraged to wear face coverings over the nose and mouth wherever it is feasible to maintain six feet of social distancing from another person not in the same household.
- Train all employees and contractors on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees and customers before coming into the gym or exercise facility or class.
- Space workout equipment to provide for at least 6 feet separation between patrons.
- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Provide equipment cleaning products throughout the gym or exercise facility or class for use on equipment, including dead weights.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees, contractors, and customers.
- Place readily visible signage at the gym or exercise facility or class to remind everyone of best hygiene practices.
- For facilities with more than 10 employees and/or contractors present at one time, consider having an individual wholly or partially dedicated to ensuring the health protocols adopted by the facility are being successfully implemented and followed.

**Guidelines from the State of Texas for Fitness Facility Patrons**

- Maintain at least six (6) feet of separation from other individuals not within the same household. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- Self-screen before going into a gym or exercise facility or class.
- Disinfect any equipment before and after use, including exercise machines and dead weights.
- Wash or disinfect hands upon entering a gym or exercise facility or class and after any interaction with employees, other customers, or items in the gym or exercise facility.
- To the extent a patron brings their own equipment to the gym or exercise facility, the patron should disinfect the equipment before and after use.
- Consistent with the actions taken by many individuals across the state, consider wearing cloth face coverings (over the nose and mouth) when entering a gym or exercise facility or class, or when within 6 feet of another person. If available, individuals should consider wearing non-medical grade face masks.
- Individuals aged 65 or older are at a higher risk of COVID-19. To the extent possible, avoid contact within 6 feet with individuals aged 65 and older. Individuals aged 65 and older should stay at home as much as possible.


### SLC Phased Reopening Hours of Operation

<table>
<thead>
<tr>
<th>Phase 1 RED</th>
<th>SLC Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2 ORANGE</td>
<td>SLC Closed except for UHD ID cards</td>
</tr>
<tr>
<td>Phase 3 YELLOW</td>
<td>Beginning April 19, 2021</td>
</tr>
<tr>
<td></td>
<td>Monday – Friday: 7am – 7pm</td>
</tr>
<tr>
<td></td>
<td>• Open to current UHD students, employees and Sports and Fitness members</td>
</tr>
<tr>
<td></td>
<td>Saturday / Sunday: Closed</td>
</tr>
<tr>
<td>Phase 4 GREEN</td>
<td>July 12, 2021</td>
</tr>
<tr>
<td></td>
<td>Monday – Thursday: 7am-9pm</td>
</tr>
<tr>
<td></td>
<td>Friday: 7am-7pm</td>
</tr>
<tr>
<td></td>
<td>• Open to current UHD students, employees and Sports and Fitness members</td>
</tr>
<tr>
<td></td>
<td>Saturday / Sunday: Closed</td>
</tr>
</tbody>
</table>

### SLC Policies and Protocols for Operations

#### Accessing the SLC: Time Limits

- Patrons will have one hour to complete workouts if the facility is at capacity and if there is a queue line for other patrons.
  - With reduced hours of operation and a maximum capacity for patrons, we will enforce a one-hour limit for patrons if there is a queue line formed.
  - If needed, SLC staff will identify the patron(s) who have been in the facility for one hour or more using the time a patron actually checked in through the entrance counter.
  - Patrons will be given a five (5) minute notice and be asked to finish their workout.
  - Patrons will be able to get back in the stand-by queue line if they so choose.
  - We do not expect to enforce this regularly but it will be in effect at all times.

- There are time limits on cardio and strength equipment for individuals. No more than 30 minutes on cardio equipment and 15 minutes on single piece of strength equipment if others are waiting.

#### Patron Reservations, Walk-up Access of the SLC

- Patron Reservations
  - Reservations are not expected to be necessary to enter and utilize the SLC at this time.
    - The reservation process may be needed at a future time and SLC students and members will receive email notification if this process is implemented.
Patron Reservations Process

- Members will call the SLC Membership Services Desk at 713-221-8225 during operational hours to make a reservation for the current day or the next day. No reservations will be accepted for daily recurring visits or for any time beyond the next business day.
  - Reservations can only be accepted over the phone or in-person for the current or next day.
  - Any reservation requests for Monday morning will be accepted on Friday before 4pm.
  - Members will provide their name and UHD ID number.
  - Reservations will be held for no more than 5 minutes past the start time if the facility is at capacity and a queue line has formed. After five minutes, the reservation is canceled and the next walk-up member will be allowed access.
- When patrons arrive, they will complete a self-screening check in at the lobby.
- Once complete and if no ill symptoms are reported, members may enter the facility.
- Even with a reservation, patrons may have to wait if the facility is at capacity.
- If the lobby is at capacity, patrons will be asked to wait outside the SLC or in their vehicle.
- When checking in at the SLC, if patrons do not have a photo in the member management system they will be required to take one at the desk and added to a membership profile.

Walk-up/Stand-by Access

- We recommend that all patrons call 713-221-8225 before coming to the facility to check on capacity and any wait times that may exist.
- When patrons arrive, they will complete a self-screening check in the lobby.
- Once completed and if no ill symptoms are reported, patrons will either be able to enter the facility or be directed to the stand-by queue line to wait for access to the facility.
- If the lobby is at capacity, patrons will be asked to wait outside the SLC.
- When checking in at the SLC, if patrons do not have a photo in the member management system they will be required to take one at the desk and added to a membership profile.

Self Screening

Self-screenings are required for entry into the SLC. Refusal to comply will result in the inability to utilize the SLC for physical activity or workouts. A self-screening is required each time you visit the SLC, even within the same day.

Self-assessment: Please review the list of potential signs/symptoms of, or exposure to, COVID-19 and inform the SLC staff member whether or not you have experienced any of these in the past 72 hours:

- Cough/Shortness of breath or difficulty breathing
- Chills/Repeated shaking with chills
- Muscle pain/Headache
- Fatigue
- Sore throat
- Loss of taste or smell
- Diarrhea
- Known close contact with a person who is lab confirmed to have COVID-19

Students/Patrons identified with or experiencing any signs/symptoms described above will not be allowed to access the SLC until they are symptom-free for 72 hours.

Effective January 13, 2021, if you have traveled outside of the US in the past seven (7) days, you will be asked to quarantine according to CDC guidelines and will not be allowed access to the SLC for at least fourteen days following your return.

If you are not permitted to access the SLC, you will be asked to provide your contact information to be contacted by UHD Emergency Management Office to confidentially address your medical situation and provide you with next steps.
Guidelines updated on 5/19/2021

- If you are exhibiting signs/symptoms, you should immediately contact your healthcare provider and UHD Emergency Management at 281-221-5848 or coronavirus@uhd.edu. Failure to do so could jeopardize the health of those around you and members of the campus community. For additional information, please refer to the UHD COVID-19 website at www.uhd.edu/administration/emergency-management/coronavirus and the Texas Department of State Health Services at www.dshs.texas.gov/coronavirus/opentexas.aspx

**UHD COVID-19 Health Alerts**

- UHD has added a UHD COVID 19 Update webpage
  - Protocols for students or employees
    - If a UHD student should develop symptoms or be exposed within 6 feet for 15 minutes or more of a positive COVID-19 person, they must stay home, or go home immediately. Also, they should submit an online notification form within 24 hours, quarantine, isolate and test as appropriate, and comply with contact tracing so that any additional potentially affected persons may be contacted as well for quarantine and monitoring.
    - Reporting links are on the Coronavirus (COVID-19) Updates page (linked from UHD homepage)
      - COVID-19 Exposure – if you have had close contact (within 6 feet for at least 15 minutes, with or without a mask) to someone who has been confirmed COVID-19 positive.
      - COVID-19 Diagnosis or Symptoms – if you have developed symptoms of COVID-19 or have tested positive for COVID-19.
      - Before you come back to campus, fill out the Request Permission to Return to Campus after quarantine or isolation

- General Guidelines - In addition to general guidelines, Coronavirus resources and vaccination information, the COVID-19 website also provides university updates and communications.

**SLC Capacity Guidelines**

Based on the UHD Phased Reopening, the table below provides the maximum capacity of the SLC as well as specific spaces within the SLC. Max capacity does not include facility staff.

<table>
<thead>
<tr>
<th>During Phased Reopening – Capacity of SLC</th>
<th>Phase</th>
<th>SLC max Capacity</th>
<th>Space Specific Capacities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1 RED</td>
<td>SLC Closed</td>
<td>Does not apply</td>
<td></td>
</tr>
<tr>
<td>Phase 2 ORANGE</td>
<td>SLC Closed except for UHD ID cards</td>
<td>Does not apply</td>
<td></td>
</tr>
</tbody>
</table>
| Phase 3 YELLOW | Max of 40 patrons at a time | East Gym: 20 patrons max  
West Gym: 2 patrons max for basketball  
15 patrons max for group fitness  
Fitness Center: Large room 11 patrons max  
Small room 2 patrons max  
Studio: 5 patrons max  
Locker/Shower Room: Closed  
Sports Field and Batting Cage: Closed |
| Phase 4 GREEN | 60 – 100% capacity | TBD by July 12th |
Space Specific Capacities and Details

2nd floor Fitness Center

- **Capacity**
  - Large area: 11 patrons maximum
  - Smaller area: 2 patrons maximum

- **Masks**
  - Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.

- **Due to the single entrance on this floor, patrons are asked to maintain social distance from other patrons when entering or leaving the floor.**

- **Equipment** has been spaced to meet social distancing guidelines and should not be moved. Patrons should be mindful of other people throughout the space and maintain social distancing as much as possible.

- **Time limit on Strength**
  - All strength equipment usage will be limited to 15-minute maximum for any individual if others are waiting to enter the area. No working in or sharing of equipment is allowed.
  - Cleaning of equipment
    - Wipes will be located throughout the floor and patrons should use wipes to clean equipment before and after each use.
    - Patrons must clean equipment after use.

- **Latex gloves**
  - Latex gloves will be made available to everyone in the smaller workout room to use while lifting barbells and dumbbells.
  - Gloves will be disposed of immediately after use.

- **Partner workouts (two patrons working out together)**
  - Are allowed with the following exceptions:
    - Equipment must be cleaned/disinfected when partners switch.
    - Social distancing should be maintained as much as possible.
    - Masks are required throughout the workout.

- **Spotting**
  - Spotting will not be provided at this time.
  - Patrons should be safe and mindful to only lift weight they are confident they can lift.

- **Mats, resistance bands, fabric covered equipment** will not be provided throughout the SLC until further notice. Patrons may bring their own equipment.

East Gym

- **Capacity**: 20 patrons maximum
- **Cardio equipment** has been relocated to the East Gym during Phase 3.
- **Time limits on cardio equipment**
  - All cardio machine usage will be limited to no more than 30 minutes per patron if others are waiting to use the equipment. After 30 minutes, if other patrons are not waiting or an SLC staff member has not approached the patron, the patron may continue to use the cardio equipment.

- **Masks**
  - Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.

- **Limited space may be used for smaller exercise classes** with identifiable marked locations on the floor to maintain 6-10 feet physical distancing from other patrons that may take a cardio exercise class.
West Gym

- Capacity
  - 2 patrons when open for basketball use (1 person per basketball per basket, NO GAMES)
  - 15 patrons when exercise class is being offered
- 1 person per basketball per basket. Person must stay at their half court the entire time.
- Single bleachers (queue area) will be used for individuals to socially distance themselves while waiting for turn.
- Time limit per patron (if others are in queue area) is 30 minutes of basketball shooting. Scoreboard may be used to track time.
- Masks
  - Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.
- Spectators or those waiting must wait in designated areas for next opening on a court.
- Prohibited actions:
  - Any sort of competition games (volleyball, basketball, badminton)
  - Spectators

3rd floor Studio

- Capacity: 5 patrons maximum
- Lighter weights (barbells, dumbbells, kettle bells, medicine balls) and two benches have been relocated to this area.
- Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.
- Due to the single entrance on this floor, patrons are asked to maintain social distance from other patrons when entering or leaving the floor.
- Equipment has been spaced to meet social distancing guidelines and should not be moved. Patrons should be mindful of other people throughout the space and maintain social distancing as much as possible.
- Time limit
  - All stations will be limited to 30-minute maximum for any individual if others are waiting to work out. No working in or sharing of equipment is allowed.
  - Cleaning of equipment
    - Wipes will be located throughout the floor and patrons should use wipes to clean equipment before and after each use.
    - Patrons must clean equipment after use.
- Latex gloves
  - Latex gloves will be made available to everyone in the studio to use while lifting barbells and dumbbells.
  - Gloves will be disposed of immediately after use.
- Spotting
  - Spotting will not be provided or allowed at this time.
  - Patrons should be safe and mindful to only lift weight they are confident they can lift.
- Mats, resistance bands, fabric covered equipment will not be provided throughout the SLC until further notice. Patrons may bring their own equipment.
Space Restrictions and Closures, Altered or Unavailable Services

| Phase 1 RED | SLC Closed |
| Phase 2 ORANGE | SLC Closed except for UHD ID cards |
| Phase 3 YELLOW | Spaces or services unavailable for patrons |
| | • Soccer Field and cages are unavailable |
| | • Showers in locker rooms are unavailable |
| | • Locker rental and locker rooms are unavailable |
| | • Daily use lockers unavailable |
| | • No regular water fountains are available |
| | • No group classes in the studio. |
| | • No new memberships will be sold to non-UHD students, faculty or staff |
| | • No rental of facility space |
| Spaces or services altered for patrons |
| • Reduced facility hours |
| • Lobby area is limited to 4 individuals socially distanced from each other |
| • Basketball – no competitive games. Single shooter per basket. |
| • Only two basketballs may be checked out and must be sanitized before use |
| • Refill water stations are available. |
| Phase 4 GREEN | TBD by July 12, 2021 |

UHD Phased Reopening – Programming and Event/Activity Restrictions

| Phase 1 RED | SLC Closed |
| Phase 2 ORANGE | SLC Closed except for UHD ID cards |
| Phase 3 YELLOW | • Group Fitness: Virtual classes will continue with limited in-person classes available on either of the basketball courts. |
| | • Personal Training: Virtual and limited in-person training sessions are available: Both training and patron must wear a mask. |
| | • Healthy Workshops: Virtual only workshops at this time. |
| | • Intramural Sports: Virtual with some limited single person sport options |
| | • Club Sports: Virtual activities but no face to face activities. |
| Phase 4 GREEN | TBD by July 12, 2021 |

General Health and Safety Measures
Patron Personal Protective Equipment Recommendations and Requirements

- The following section outlines the requirements and recommendations for patrons regarding personal protective equipment.
- Failure to follow required patron personal protective equipment will result in the patron’s inability to utilize the SLC or the removal from the SLC for non-compliance.

Guidelines updated on 5/19/2021
## UHD Phased Reopening – Patron Personal Protective Equipment

<table>
<thead>
<tr>
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<tbody>
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<td>SLC Closed except for UHD ID cards</td>
</tr>
<tr>
<td><strong>Phase 3 YELLOW</strong></td>
<td></td>
</tr>
<tr>
<td>❖ Encouraged NOT Required – Masks</td>
<td></td>
</tr>
<tr>
<td>• Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.</td>
<td></td>
</tr>
<tr>
<td>❖ Recommended - Gloves</td>
<td></td>
</tr>
<tr>
<td>• Gloves that cover the hand from fingertip to wrist while working with free weights or dumbbells.</td>
<td></td>
</tr>
<tr>
<td>• Wash hands frequently using soap and water or hand sanitizer</td>
<td></td>
</tr>
<tr>
<td>• Work out towels on equipment when in use.</td>
<td></td>
</tr>
<tr>
<td>• Minimize touching your face while working out.</td>
<td></td>
</tr>
<tr>
<td><strong>Phase 4 GREEN</strong></td>
<td>TBD by July 12, 2021</td>
</tr>
</tbody>
</table>

## Health and Safety Protocols

### Staff Precautions

❖ Staff training and development
  ➢ All Sports & Fitness staff will complete all UHD required trainings prior to returning to work on campus.
  ➢ The department will conduct multiple trainings related to cleaning/disinfecting equipment, minimizing physical contact with patrons, risk management, communication, customer service, and wellness education.

❖ PPE requirements for staff
  ➢ All Sports & Fitness staff are required to follow UHD guidelines for working on campus.
  ➢ All Sports & Fitness staff are not required to wear a mask while on shift. Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.

❖ Breakroom use
  ➢ Only two staff members may take a break in this room at one time.
  ➢ Staff in breakroom must wear a mask up to and until they sit to at the conference table to eat or drink.
  ➢ Due to limited capacity in room a time limit may be imposed.

❖ Workroom
  ➢ Only two staff members may work in this area at one time.
  ➢ Staff must wear masks while working in this room if there are other staff members in the room.
Social Distancing Measures

- **Shared responsibility**
  - Patrons will be asked to maintain, to the best of their ability, social distancing guidelines recommended by the CDC, State of Texas, and UHD. This means keeping six feet between themselves and other patrons.
  - When moving throughout the SLC, your awareness of other patrons and willingness to alter your workout plans or find alternative locations for some activities will be necessary.

- **Equipment layout changes and equipment/space closure**
  - SLC staff has changed the layout of current fitness equipment to meet social distancing guidelines and make more equipment available. Many pieces of equipment have been relocated for social distancing purposes and is available for use.
  - When specific spacing has been identified for workout purposes, patrons must adhere to spacing requirements and may not alter equipment placement.
  - Patrons must be aware of and mindful of other patrons when conducting their workout. Patrons should be courteous and willing to adjust their workout as needed.

SLC Cleaning and Disinfecting Protocols

- **Cleaning Protocols and Expectations ... A Shared Responsibility**
  - Maintaining the cleanliness of the SLC is a responsibility of not only the SLC staff and UHD custodial services, but also rests on our patrons taking an active role.
  - While our staff will do everything possible to clean and disinfect equipment and supplies, patrons should always take responsibility and pick up after themselves, ensure they keep personal items with them at all times, and clean equipment before and after use.
  - All patrons should assume that equipment was not wiped down properly from a previous user and minimize contact with as many items or surfaces as possible.

- **Expectations of all patrons**
  - All patrons are highly encouraged to use the provided gym wipes to clean and disinfect equipment both before and immediately after use. Gym wipes are provided throughout the facility.
  - If there is a situation that a gym wipe stand is empty, please notify our staff immediately. If you witness other patrons not taking care of their responsibility, please notify our staff to handle the situation.

- **Expectations of All SLC staff**
  - SLC staff will perform cleaning and sanitizing protocols during all operational hours. This includes the use of different cleaning solutions. Our staff expectations are to clean equipment as needed, perform disinfecting protocols throughout the day and ensure that patrons have the supplies they need.
  - We do not expect our staff to clean non-stop or to clean every piece of equipment that a patron touches during their visit.
  - SLC staff will also be cleaning frequently touched surfaces on a regular basis, such as door handles, rails, restroom facilities.
  - **Closure of spaces for cleaning and disinfecting equipment**
    - UHD and the SLC will perform disinfecting tasks throughout the day during all operational hours. This may include the closure of specific spaces on a rotating schedule to perform deep cleaning of equipment and spaces.
    - Space closures for disinfecting purposes is dependent on overall facility usage and will vary from day to day. If an area is marked as closed, please adjust your workout accordingly.
    - A space closure should not last more than 15-20 minutes.
Guidelines updated on 5/19/2021

- **UHD Custodial Staff**
  - Custodial staff will perform regular custodial duties throughout the day of all public spaces within the SLC and apply a disinfecting mist cleaning on a nightly basis. This same disinfecting mist solution could be used during the day during an extended closure period.

- **Gym Wipes**
  - Gym wipe stands are located throughout the facility.
  - Gym wipe should be used by patrons both before and after use of equipment.
  - Gym wipes can be thrown away in any trash receptacle throughout the facility.

### Risk Management and Emergency Action Plan

- **American Red Cross Certification**
  - At this time, of the following members of the SLC are certified with American Red Cross First Aid/CPR/AED:
    - Rhonda Scherer
    - Melissa Crews
    - Cecealia Booty

- **PPE usage for SLC staff**
  - **Mask**
    - Staff will be offered disposable masks for all shifts or can choose to wear their own personal face covering as long as coverings are appropriate for the work environment.
    - Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.
  - **Gloves**
    - Gloves will not be required to be worn by staff members at all times. Staff will wear gloves when cleaning, during money exchange by cash handling individuals and when engaging with patrons during an emergency situation.
    - Gloves should be changed frequently.

- **Minimizing Physical Contact**
  - Maintain social distancing guidelines unless the situation requires staff to be within six feet or make contact with the patron.
  - Conscious patrons should be handed items for their injury if they are able to perform the actions needed to apply bandages, apply pressure, perform a physical check for any unseen injuries, or any other actions that they can perform with instruction from the first responder.
  - Should a patron need assistance getting up from the ground, being supported while walking, or any other action to move to another location, SLC staff will offer assistance at their own discretion to minimize contact. As soon as possible, wash hands thoroughly or use hand sanitizer.
  - Provide hand sanitizer to victim if possible.

- **Conscious victims**
  - Maintain social distancing unless the situation requires staff to be within 6’ or make contact with the patron.
  - Offer disposable mask to the patron if SLC staff must be closer than 6’ to them while responding.
  - Offer medical gloves to the patron if they are bleeding and can apply gauze/pressure/bandages on their own without SLC staff having to physically assist them.
  - Any used or soiled items need to be placed in a biohazard bag and disposed of in a biohazard bin.

- **CPR – Hands Only**
  - SLC certified first-aid staff will perform American Red Cross Hands Only CPR if CPR is required in an emergency situation.
Cleaning and disinfecting an area after a response has been completed.
- Follow normal protocols for cleaning and disinfecting an area after an emergency has ended.
- Contact UHD Custodial support if needed or use the supplies provided for the cleaning and disinfecting
- Dispose of any used or soiled items in a biohazard bag and place in the biohazard bin.

**Communication of SLC COVID Operating Policies and Procedures**

- Communication regarding SLC COVID operating policies, procedures, available services, restrictions, and other relevant information will be communicated to the university community via the Sports and Fitness website, UHD News, UHD Gator News, and email to staff/faculty/students. A full copy of the SLC COVID Operations Manual will be available on the Sports and Fitness website.
- Signage will be posted throughout the interior and exterior of the SLC to inform patrons of area policies and procedures
SLC Operations Frequently Asked Questions
FAQ General Access to SLC

Do I have to make a reservation to show up?
- No - not at this time. Should capacity violations become an issue, a reservation process will be considered.

Is there a time limit for how long I can be in the facility?
- Yes, we will enforce a one-hour time limit for members if a queue line is present.
- We do not expect to enforce this policy very often.
- If a queue line is present, we will notify patrons who have been in the facility the longest and make an announcement giving them five minutes to finish their workout and exit the facility.

What do I need to bring with me to the SLC?
- Your UHD ID or member ID card or know your UHD ID number to provide to our staff.
- Water bottle with water. Though water fountains are closed, the refill stations are available.
- Workout towel or large towel to cover equipment.
- Day-use locker usage is not available until further notice, so do not bring large bags or a lot of loose items...if it doesn’t fit in your pocket or in a drink holder, leave it at home or in your vehicle.
- Locker rental is not available at this time.
- We will allow small bags to be carried with patrons throughout the facility but it must be placed in an area where it will not impede traffic or create a possible tripping hazard.
- We recommend that patrons leave all non-essential personal items at your residence or your vehicle.
- Sports & Fitness is not responsible for storage of personal items while patrons work out.

I am enrolled in only online classes for the Spring semester. Do I have access to the SLC?
- Yes, you have access to the SLC for the Spring 2021 semester and Summer 2021 semester. You will need to enroll for Fall 2021 classes to be eligible to enter the SLC during Fall 2021.

I am not enrolled in any classes for the Spring 2021 semester. Do I have access the SLC?
- Unfortunately no. You have to be an enrolled student, faculty or staff to be eligible to utilize the SLC. To be eligible in the summer 2021, you can either be an active summer student or have been an active student in Spring 2021.

FAQ – Personal Items and Lost and Found
Can I bring a bag into the facility?
- We do not have any lockers available for use by patrons.
- Sports & Fitness is not responsible for storage of personal items while patrons work out. Our staff cannot keep items for patrons.
- We will allow small bags to be carried with patrons throughout the facility but it must be placed in an area where it will not impede traffic or create a possible tripping hazard.
- We recommend that patrons leave all non-essential personal items at your residence or your vehicle.
- Large bags or items cannot be left on the floor in any space. Any bag or item that creates a possible tripping hazard will not be allowed.
What if I leave something at the SLC? Will I be able to get it from lost and found?

- Any lost and found valuable items such as electronics or valuables will be kept in the SLC for 24 hours and then taken to UHD Police for storage and pick-up.
- Any less-valuable items such as water bottles, towels, apparel, or other similar items will be discarded at the end of the business day. We will not store non-valuables due to health and storage issues.

FAQ – Patron Health and Safety Measures
Do I have to wear a mask while in the Student Life Center?

- Masks are not required. UHD encourages unvaccinated people to wear masks. UHD encourages vaccinations. For those who prefer to wear a mask, they may certainly continue to do so.
- Disposable masks may be provided at the service counters but this is not a guarantee depending on our stock. Patrons should plan on bringing and wearing their own masks should they choose to do so.
- Please review the chart outlining patron personal protective equipment for when and what items will be required and recommended during our phased reopening.

Who is responsible for cleaning equipment?

- Everyone is responsible for cleaning equipment, including SLC patrons.
- Please reference the section about cleaning and disinfecting protocols for more info.
- Members should wipe down equipment with the provided gym wipes before and after use. It is recommended members bring their own workout towel or a large towel to cover equipment while in use.
- SLC staff will maintain their regular cleaning duties throughout the day and we may close down specific areas to disinfect equipment as well.
- UHD’s custodial services will perform cleaning duties after close on a nightly basis and use disinfecting misting machines to clean and disinfect equipment and machines.

Do we have to follow social distancing guidelines while working out?

- Yes, specific space capacities will be listed in each area and SLC staff will enforce those at all times.
- Please reference the chart outlining space specific details.
- Equipment has been re-arranged to provide the social distancing recommendations throughout the facility.
- While moving throughout the facility, please be aware of those around you and do your best to maintain social distancing as much as possible.
- Partner workouts are allowed following the guidelines stated in the section with space specific information.

How should I address another member who isn’t following social distancing guidelines or not wiping down their equipment after use?

- Please bring any concerns or issues related to other members to our SLC staff. Allow our staff the opportunity to address the concern or issue before you do anything.
- Please do not try to enforce policies as a patron.
FAQ – Wellness Checks
Do I have to do anything new to get into the SLC?
- When you arrive for your workout, you will have to pass a wellness check in the lobby before accessing the SLC. This is a short list of questions pertaining to your health and wellbeing and if you report no signs or symptoms, you will be allowed into the facility.
- You may have to wait in a queue line for access after your wellness check if the facility is at capacity. That queue line will be in the lobby of the SLC, but if we are at capacity in the lobby you may have to wait outside.

FAQ – Non-Student Memberships or Guest Passes
Can I bring a friend with me who is not a member?
- Not at this time. Due to reduced hours and capacity limits, our priority is to provide space for UHD students, faculty and staff.

FAQ – Dedicated Student Fee
I am enrolled in only online classes. Do I get a refund or reimbursement for my dedicated Student Center Fee?
- No.
- The dedicated Student Center is a required fee of the university.
- Any decisions regarding refunds or reimbursements, partial fees, or outright waiving of the fee is a decision made by UHD administration.
- As a reminder, the Student Center Fee was completely waived and not charged to students for Summer 2020, Fall 2020 and Spring 2021.

I don’t live near campus and am taking only online classes. Do I get my dedicated Student Center Fee waived, reduced, or reimbursed?
- No.
- The dedicated Student Center Fee is a required fee of the university.
- Any decisions regarding refunds or reimbursements, partial fees, or outright waiving of the fee is a decision made by UHD administration.
- As a reminder, the Student Center Fee was completely waived and not charged to students for Summer 2020, Fall 2020 and Spring 2021.

FAQ – Space Specific Questions
Can we take showers in the SLC or use the locker rooms?
- Showers and locker use are currently not available for patron use.
- Please references the chart outlining space restrictions, closures or adjustments.
- If you currently have a locker rental, your items will be left alone and additional information will be sent to you about cleanouts and/or renewals. Member Services will be in touch with all current renters about options for cancelling rental, extending rental, or shipping items if you are no longer in the Houston area.

I rented a locker before the closure. Do I get a refund for that charge?
- With the closure, you are entitled to either a full or a partial refund.
- Email communications will be sent to all patrons who have rented lockers outlining information regarding refunds.
- Member Services will be in touch with all current renters about options for cancelling rental, or shipping items if you are no longer in the Houston area.
Can we play team sports like basketball, soccer or volleyball?
- Please reference the chart outlining space specific details or the section outlining court specific activities.
- Competitive sports or activities that cannot maintain social distancing guidelines will not be allowed until further notice.
- One person per basketball court per basket is permitted.

I have a group that wants to reserve space for an event. Can we make reservations for facility space?
- Not at this time.

Is the punching bag going to be available?
- Not at this time.
- We will be removing the punching bag until further notice to utilize the space for strength equipment.

Will the outdoor activity spaces be available?
- No, due to the inability to maintain adequate supervision of the spaces, the Sports Field and Batting Cages will be closed until further notice.

FAQ – Programs and Services
Can I check out recreational or fitness items from the equipment check out desk?
- Limited recreational and fitness equipment will be checked out from the Membership Services desk.
- All items that are available must be checked out using your UHD or member ID number. When you are done with the use of the items, return it to the Membership Services desk. Our staff will disinfect the item before making it available to another patron.
- Patrons can bring their own equipment and use it for recreational or fitness needs. Patrons will need to disinfect their own equipment before and after use.
- At Phase 4 Green, we plan to schedule the return of normal in-person intramural sport activities.

Will Intramural Sports be playing sports?
- Phase 3 Yellow, we plan to schedule some smaller events that can be done with social distancing and other health and safety measures.

Will Club Sports be active?
- At Phase 2 Orange and Phase 3 Yellow, club activities will be limited to virtual only.
- At Phase 4 Green, we plan to schedule the return of normal in-person club sport activities; practices, tryouts and hopefully games, depending on other collegiate club teams and club associations.

Will group fitness be hosting classes in the spring?
- All group fitness classes are FREE and no additional charge will be needed to access 100% of the classes on the schedule.
- The schedule for group fitness classes are posted on the departments website at [www.uhd/sports&fitness](http://www.uhd/sports&fitness)
- Virtual classes are currently being offered and limited in-person for group fitness classes will be scheduled.
Can I purchase personal training packages?

- Yes.
- Personal training will have options for completely virtual sessions, hybrid sessions of both virtual and in-person, and completely in-person. The decision for in-person sessions is completely up to the patron.
- There is no time limit on the use of personal training sessions.
- Any previously purchased sessions can still be conducted.
- Both trainer and patron will be required to wear a mask.

For additional questions or clarification, please email sports&fitness@uhd.edu and a representative will respond as soon as possible.